



“Investing in Africa’s Future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES

NSHA 200: HEALTH SERVICES ORGANISATION

END OF SEMESTER EXAMINATIONS

NOVEMBER 2021

LECTURER: MR T.T.DZVAIRO

DURATION: 5 HOURS

INSTRUCTIONS

Answer any one question

PLEASE STICK TO THE STANDARD HOUSE STYLE i.e.

■ **TIMES NEW ROMAN**

■ **FONT SIZE 12**

■ **DOUBLE SPACING**

■ **SEND YOUR ANSWER AS A MICROSOFT WORD DOCUMENT**

The mark allocation for each question is indicated at the end of the question

Credit will be given for logical, systematic and neat presentations

Question 1

- a.) Teams are essential in organizational functions. Discuss the advantages and disadvantages of teams (20 marks)
- b.) For the Health Sector to function properly it has to be financed adequately. Citing examples discuss ways of financing health services in a country (35 Marks)
- c.) Citing examples discuss the models of Shared Governance, outlining advantages, disadvantages and barriers to implementation (20 marks)
- d.) Citing examples, discuss barriers that may influence a manager not to delegate work to his/her subordinates and how to overcome them (25 marks)

Question 2

- a.) Discuss the four management functions (25 marks)
- b.) Discuss the principles of Authority and responsibility (15 marks)
- c.) Citing examples discuss the Pillars/Principles of Primary Health Care (30 marks)
- d.) Discuss the stages in the process of team development (30 marks)

Question 3

- a.) Outline the roles and functions of a Team Leader(10 marks)
- b.) Giving examples ,discuss the 4 levels of Health care and their interrelationships (30 Marks)
- c.) Discuss factors that a manager can implement to ensure commitment to the mission and vision from those who work in the organization and the external community (20 marks)
- d.) Delegation motivates staff. Citing examples, discuss any five (5) principles that managers apply when delegating work to subordinates (40 marks)

END OF EXAM